



COMMUNICATIONS OFFICER II

Salary: \$43,503.41 Annually
Job Type: Full-Time
Location: Stafford County, VA

Performs intermediate technical work dispatching law enforcement, fire, rescue and other equipment and personnel usually in response to emergency situations; does related work as required. Work is performed under the regular supervision of a Communications Supervisor.

Examples of Duties:

- Receiving, classifying, processing and dispatching emergency service calls utilizing E-911 and computer aided dispatch systems; receiving, recording and forwarding non-emergency service calls; preparing and maintaining computerized and other records and files.
- Receives law enforcement, medical, fire, rescue and related service requests and calls.
- Operates radios, telephone switchboard, alarm systems, recording devices and computer terminals.
- Dispatches emergency equipment and personnel where and when needed.
- Receives and forwards service requests, complaints and other calls for County departments and other agencies.
- Receives and transmits messages by radio and maintains radio log.
- Operates telecomputer terminals on NCIC/VCIN Networks.
- Prepares and maintains public safety computer records.
- Maintains familiarity with operating procedures of agencies served.
- Performs a variety of clerical tasks as directed.
- Keeps in telephone contact with caller when situation dictates.
- Maintains required certifications related to performance of duties.
- Performs related tasks as required.

Typical Qualifications:

General knowledge of the methods of operating the communications system; general knowledge of radio and teletype procedures; general knowledge of the geography of the County and location of important buildings; ability to type and enter data at a reasonable rate of speed; ability to speak distinctly; ability to solve problems within scope of responsibility; ability to deal courteously with the public under stressful conditions; ability to establish and maintain effective working relationships with associates and the general public.

Graduation from high school or high school equivalency (GED).

One or more years of experience as a Communications Officer including call taking and dispatch for both law enforcement and/or fire and rescue.

VCIN and EMD (Emergency Medical Dispatch) certified

Must be able to type 30 wpm but 40 wpm is preferred

Supplemental Information:

The successful applicant must pass a software based application skills test as well as a polygraph examination, full background investigation to include a criminal history check, physical examination, psychological examination and drug test.

Must maintain VCIN and EMD certification and complete required training programs.

